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**Box 2: Quotes from the consultation observation relating to information exchange**

<b>Eliciting understanding</b>	<p><i>"Does that make sense?"</i> [CC01, Restorative Dentist]</p> <p><i>"Have you got any questions about any of that?"</i> [CC01, Orthodontist]</p> <p><i>"I think you've understood it well actually, yes, because you're obviously asking the right questions"</i> [CC03, Restorative Dentist]</p>
<b>Deficiencies in knowledge</b>	<p><i>"Right what's a bridge because I don't know.... sorry, so what's the difference between a bridge and an implant then?"</i> [CC04, Mother]</p> <p><i>"She did say to me this morning will I get braces put on today"</i> [CC01, Mother]</p>
<b>Information provision</b>	<p><i>"We'll give a you a leaflet on the train track braces and you can have a little read before you go to the orthodontist then see if you do have any questions"</i> [CC02, Orthodontist]</p>
<b>Explanation of risk and evidence base</b>	<p><i>"In the future we know that (implants) can do well, up to 10 years at around about 93%.... 90-93% at 10 years, and we don't really know after 15 years. So we can't really say these are for life and if these are going to be put in around 20-21, maybe slightly earlier or later, we would expect them to last until you're 70 or 80 but I can't promise that"</i> [CC03, Restorative Dentist]</p>